

What Complaints will DDD help me resolve?

The Division of Developmental Disabilities (DDD) will help resolve complaints about the services and staff who provide services for you or a family member enrolled in DDD.

Complaints are sent to the Case Resource Manager/Social Worker first, unless you request them to be handled by someone else.

What can you do if you have a complaint?

1. Call your Case Resource Manager/Social Worker and tell her/him that you want to make a complaint.
2. If your Case Manager/Social Worker can't help you within 10 business days, they will offer to have a supervisor help out.
3. If the supervisor is unable to resolve your concerns within 10 business days, he/she will ask if you want to make a formal complaint.
4. If you want to make a formal complaint, the supervisor will help you contact the DDD Regional Administrator's Office.



Nondiscrimination

It is the policy of DSHS that no person shall be subjected to discrimination in this agency or its contractors

because of race, color, national origin, gender, age, religion, creed, marital status, disabled or Vietnam Era Veteran status, or the presence of any physical, mental, or sensory handicap.

Formal Complaint Process



1. When you send a written request to the DDD Regional Office, you will hear back from the person assigned to help you with your complaint.
2. If that person is unable to resolve your complaint within 10 business days, he/she will ask you if you want to have your complaint sent to DDD Headquarters for final resolution.
3. If you choose to send your complaint to DDD Headquarters, the Region will forward the information to the Office of Quality Programs and Services.
4. The Office of Quality Programs and Services will review the concerns, make a determination, and contact you with its final decision.

Remember that DDD is just a telephone call away – call, write or email us!

Region 1:	1-800-462-0624
Region 2:	1-800-822-7840
Region 3:	1-800-788-2053
Region 4:	1-800-314-3296
Region 5:	1-800-248-0949
Region 6:	1-800-339-8227
DDD Headquarters:	1-360-725-3413

For more information,
visit the DDD Internet website at:

<http://www1.dshs.wa.gov/ddd/index.shtml>

There are also OTHER WAYS to let your concerns be known:

- If you suspect ABUSE, NEGLECT or FINANCIAL EXPLOITATION of a child or vulnerable adult, call the EndHarm Operator at **1-866-363-4276** immediately and your information will be forwarded to the appropriate staff person.
- If you have a complaint about a nursing home, call the Complaint Resolution Unit at **1-800-562-6078**.
- If you have a complaint about an adult family home, boarding home or group home, call the Long Term Care Ombudsman at **1-800-562-6028**.
- If you have a complaint about Infant Toddler Early Intervention Services, call **1-360-725-3500**.
- If you have a complaint about a DDD Residential Habilitation Center (RHC) or a State Operated Living Alternatives (SOLA), call the DDD regional office.
- If you have a complaint about someone sharing your health information, contact the DSHS Privacy Officer, Office of the Secretary, PO Box 45115, Olympia WA 98504-5115.



Please help us
serve you better!

We
are constantly
striving
to improve,
and we need
to learn what
concerns or
complaints
our participants
have.

Despite our
best efforts,
problems can
still occur
and if they do,
we want to
hear from you!

DSHS 22-1113 (X) (10/05)



Division of Developmental Disabilities

Client Complaint Policy

We
want to
hear
from you

Division
of Developmental
Disabilities

Aging &
Disability
Services

